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The Customer Connection is published quarterly under the auspices of Customer Advocacy to provide readers with relevant information about DISA products and services. Articles printed herein are for informational purposes only, and do not represent official DISA policy, and views and opinions expressed are those of the authors. The mention of commercial products and/or services does not imply endorsement by the Department of Defense or the Defense Information Systems Agency.

# WELCOME... TO THE CUSTOMER CONNECTION!

**W**elcome to the premier issue of DISA's *Customer Connection*. Our intent is to provide you -- the warfighter and our other valued customers -- with current information on DISA products and services, news on how we are performing, and a summary of contemporary customer issues. I believe we all benefit when customers are informed, and it is our hope that this quarterly publication contributes to that.

I am personally dedicated -- as I believe all of our DISA team is -- to achieving our goal of making DISA a world-class leader in supplying information services to all our customers worldwide. Making a solid "connection" with our customers is an integral part of making that goal a reality.

This publication is a component in our growing effort to put the customer first in all we do. We are pursuing other aggressive initiatives to demonstrate, and live up to, our commitment to you:

- We are establishing Customer Advocates. These individuals are dedicated to meeting or exceeding customer needs in a timely, courteous manner. This hand-picked team is being formed right now, and will be populated with highly knowledgeable and experienced professionals dedicated to better representing your interests throughout our Agency.
- We are implementing a Senior Executive Account Manager (SEAM) partnership program. Drawing on our existing cadre of skilled general officers and senior executive service civilians, we are matching many of them with key customers, giving you an executive level contact within our Agency. SEAMs will provide you -- and



us -- another way of making sure your needs, your requirements, and your problems get the right amount and right level of visibility at the right time.

- We are establishing a sophisticated problem identification and tracking system that will allow us to more quickly and accurately identify, track, and solve customer problems.

We remain committed to our customers as I think we've never been before. You'll be hearing more over the course of the coming months as we strive to bring our Agency to the leading edge of customer support.

As always, we are eager to hear how DISA can serve you better.

**God Bless America.**



# DISA — Always Ready





***The following is an excerpt from a presentation given by LtGen Radeuge, at MILCOM 2001.***

For those of us in DISA, the attack on the Pentagon was especially hard hitting. Our headquarters is less than a mile away. We heard the plane fly over our headquarters followed by the subsequent impact. We could see the smoke rising from the Pentagon and hear the wailing of sirens. On a more personal level, we were concerned about the more than 200 DISA people who work every day in the Pentagon. Fortunately, none of them were killed, but many in DISA lost family members and close friends.

From an operational perspective, we immediately responded to assess the Pentagon's communications and command and control capabilities. Even though the Pentagon sustained severe structural damage and many office spaces were damaged, the Pentagon's ability to continue its command and control function was not undermined even when we lost one of our major communications entry points to and from the Pentagon. Immediately after the impact, and even as the fuel burned and the first search and rescue efforts started, the Pentagon's role as our Department of Defense headquarters continued unabated... and DISA is a significant reason why. When the chips were down and the Klaxon sounded, DISA people ran to the need and not away.

Another critical response to these attacks was to continue providing direct support to the President through the White House Communications Agency in the early hours of the crisis. This was a major challenge because, as you may recall, the President was in Florida at the time and diverted to two other bases before returning to Washington D.C. At all times, his ability to communicate with those in the impacted areas was unimpaired, despite a significant increase in saturated voice traffic in the civilian networks.

At the same time, we started assessing the damage to the Pentagon and took steps to protect and secure its communications. As misfortune would have it, the nose cone of the plane came to rest on the floor above one of our major communications entry points to and from the Pentagon. This is

one of the routers that provide primary connectivity between the Pentagon and the outside world. Its location protected it from immediate damage but, because the impact had interrupted commercial power, the equipment depended on its uninterruptible power supply (UPS) – exactly as it was intended to do.

We quickly obtained a generator to supply power to the damaged part of the Pentagon, and literally had to drill through a reinforced window to get a cable to the router. The router was connected to the generator before the UPS gave out and provided uninterrupted service. The important thing to note is that at no time was there any danger of losing communications in the Pentagon. This allowed us the necessary time to correct the situation. This was a major success based on smart “up front” network design.

Now, let me tell you about some real DISA heroes. The Joint Staff Support Center – “JSSC” – is DISA's direct Command and Control support link in the Pentagon to the Joint Chiefs of Staff, National Command Authority, Unified Commands, and the

**White House Communications Agency (WHCA)**



**Joint Staff Support Center (JSSC)**

Provided flexible, reliable, round-the-clock C3 support to the Joint Staff, the NCA, the unified commands, the Services and the OSD during and after September 11 attack.



Secretary of Defense.

The JSSC “stood-the-watch” and continued to fulfill their military and government role during the attack and in its aftermath, even as others were evacuating the Pentagon. Our people stayed in harm's way to ensure critical communications capability was maintained. But many also acted on their own and played more personal roles: One navy officer, having been trained in firefighting, identified himself to emergency personnel, grabbed a fire extinguisher and immediately aided search and rescue efforts. Others helped move people to safe areas and provided aid and comfort to the wounded.

All this was going on even as additional reports were coming in that more planes had been hijacked and were heading for the Washington area. It was a stressful time, but our Soldiers, Sailors, Airmen, Marines, Coast Guardsmen, DOD civilians, and industry partners rose to numerous challenges!

Within minutes of the initial attack, the Global Network

*(Continued on page 8)*

# Ordering Iridium Services

By Sheila Badgett



DISA's Direct Order Entry system makes ordering Enhanced Mobile Satellite Services (EMSS) Iridium a breeze. There are four easy steps for obtaining Iridium Services.

To get started, simply access DISA Direct at <https://www.ditco.disa.mil/products/asp/welcome.asp> via the World Wide Web (WWW) and complete the following steps:

**STEP 1: Get your Password.** Select the 'Create Userid' link located on the left side of the DISA Direct Home page under the 'Registration Center' section. Complete the information as indicated on the page and click the submit button to receive your DISA Direct Userid and Password. (Tip: If you forget your password or userid, click on the 'emailed to you' link provided on the DISA Direct Login page to have the information sent to you.)

**STEP 2: Register.** Now that you have your userid and password, the next step is to register and obtain roles that will permit you to perform various functions throughout the DISA Direct pages. Select the 'Registration' link located on the left side of the DISA Direct Home Page under the 'Registration Center' section. Under the 'Registration Options' label, click on the 'Request New Role' link that will take you to the 'Register for New Account' page. We highly recommend reading through the description of roles in order to determine which role(s) fits your needs. Click on the 'Description of Roles' link. If you plan to create requests, be sure to select the Authorized Requesting Official (ARO).

Once you have decided which role(s) you require, return to the 'Register for New Account' page and click on the applicable Request Role link. After completing the information within the pages and selecting the role(s), the next action is to select a Registration Official (RO). The RO is responsible for approving or denying all role requests for your Agency. After an approver is selected, click the Continue button. Once role(s) are approved, you will receive an email (if you checked the email notification box on the registration page) along with a notification which may

be located once you LOGIN to a DISA Direct application and click on the 'Notifications' link located on the blue banner at the top of the page.

**STEP 3: Verify Routing.** While your roles are being approved, verify that your Agency has set up a Routing Matrix by contacting the DISN Service Center (DSC) Customer Service:

Commercial Phone: (618) 229-Extension  
DSN: 779-Extension

Air Force Customers	- Extension 8960
Navy/DLA Customers	- Extension 8990
Army Customers	- Extension 8844
Other Agencies	- Extension 8980

Each Agency is required to have as a minimum one person that is designated with a role of Routing List Official (RLO). This role provides the capability to establish routing rules for the Agency's requests. If no funding or an invalid Program Designator Code (PDC) is entered, the request will be routed using the Agency's default Routing Matrix upon clicking the submit button.

Once you have received role approval-----Congratulations! You'll never repeat Steps 1-3 again unless you need to obtain additional roles, then only complete Step 2. Now you're ready to begin ordering!

**STEP 4: Order.** To order EMSS via DISA Direct's Order Entry, select the 'Telecom Request' link located on the left side under the 'Order Entry' section. Next select the 'Create TR' link. Once selected, you will be presented with a page to select the type of service. For ordering EMSS, simply select the 'EMSS (Iridium)' option and click Continue. Confirm your selection and select Continue again. All mandatory fields are indicated using (M). These fields must be completed before submitting the request.

You have now entered into the EMSS TR! The EMSS services are categorized by New Services – Start Action and Uncompleted Requests. Select an option and click the Continue button. (Note: The EMSS New Services – Start Action was released for customer use in May 2001; Uncompleted Requests was released in early August 2001; and, EMSS Change and Discontinue type actions were released in August/September 2001.)

If one of the Start Actions is selected, a page is presented for entering information pertaining to the services you wish to order. Once completed, click 'Save as Draft' if you wish to return later and finalize, or 'Continue'. If the Continue button is selected, you will automatically be guided through the TR. You may also opt to use the new color-coded tabs to the left of the TR pages. The red tabs signify the pages where mandatory information must be completed before the TR is submitted. Once all mandatory information is completed, the tabs will turn green. The gray tabs indicate the pages have display information only or that the pages



do not contain any mandatory fields. It is recommended that all tabs be reviewed and that even optional information be completed, if known. Once all tabs are reviewed and all mandatory information is completed, the tabs will be green to indicate the page has been reviewed and completed.

Review the overall request on the Summary tab. The summary page includes the routing information in the sequence the TR will be routed once the TR has been submitted. This page also offers additional information recipients to be added to the TR email. Once you have finalized the request, click the submit button to begin the routing!

After the TR has been successfully routed through the Agency's routing matrix, a Telecommunications Service Request (TSR) is automatically generated and emailed to the appropriate DISA action activity (DISA-DSC or DITCO) and all email addresses indicated on the summary page. To track the requirement status, please utilize the 'Track TR' link found on the TR Home page or the 'Order Status' link found on the DISA Direct Home Page.

Order Entry also offers a link to DISA Circular 310-130-5 throughout the entire process. This circular provides in-depth information on the entire Order Entry TR process along with

Create Userid, Registration, and Track TR.

The DSC also offers a Telecommunications Seminar Class. For more details, click on the 'Training/User Guide' link located on the left side of the DISA Direct Home Page under the Training section.

For additional information, contact Sheila Badgett, DISN Service Center, DSN 779-8971 or commercial (618) 229-8971/ Herschel Beard at DSN 779-8884 or commercial (618) 229-8884.


We at DISA look forward to serving you!

Enhanced Mobile Satellite Service (EMSS) - Start (badgetts) - Microsoft Internet Explorer provided by DISANet

File Edit View Favorites Tools Help

Back Forward Stop Refresh Home Search Favorites History Mail Size Print Edit Discuss Messenger

Address [https://www.ditco.disa.mil/Products/Details.asp/emss\\_info.asp?id1=DTC0000476950&id2=DTC0000476951](https://www.ditco.disa.mil/Products/Details.asp/emss_info.asp?id1=DTC0000476950&id2=DTC0000476951) Go Links

 **DISA DIRECT! Telecom Request**  
8 August 2001, 9:26:35 AM  
[DITCO Home](#) • [DISA Direct Home](#) • [TR Home](#) • [TR Help](#) • [Notifications](#) • [CADS](#) • [FAQ/Feedback](#) • [Calendar](#) • [DISA](#)

**Enhanced Mobile Satellite Service (EMSS) - Start**  
CJON: WO19JUN012100 TCO Code: EL

**MENU**

- Requester Info
- EMSS Info
- Equipment/Accessories
- Product/Services Cart
- Funding Info
- Identification Info
- Technical Info
- Service Point Info
- Justification/Approval
- Summary

**Enhanced Mobile Satellite Service (EMSS) Information**

**(M)** Do you wish to prevent receipt of in-coming calls from commercial phones and non-EMSS Iridium callers?

☒ Yes  
☐ No

**DoD Service Access Packages**

**(M)** Select a Service Access Package:

☐ PKG001 - No Terrestrial Access  
☐ PKG002 - Federal Technology Service (FTS), International Long Distance (ILD), Hawaii Local and Toll Free  
☐ PKG003 - DSN Routine Access  
☐ PKG007 - FTS, ILD, Hawaii Local and Toll Free, and DSN Routine Access  
☒ PKG011 - FTS, ILD, Hawaii Local and Toll Free, and Secure Voice  
☐ PKG012 - DSN Routine Access and Secure Voice  
☐ PKG016 - FTS, ILD, Hawaii Local and Toll Free, DSN Routine Access and Secure Voice

**(M)**-Mandatory items must be completed prior to the request being submitted to DISA  
[DISAC310-130-5 Matrix](#) - identifies the items utilized for this type of request.

Save As Draft Continue

Start Enhance... Inbox - Mic... Forms Menu... Document1... RE: Registe... DISA Offers... Exploring - J:\ SnagIt\32 9:26 AM

## Customer Care Story from the Cutover Management Team (CMT)

*Our Focus – Promote service integrity, minimum downtime and least disruption to mission critical services*

**By Ken Davidson**

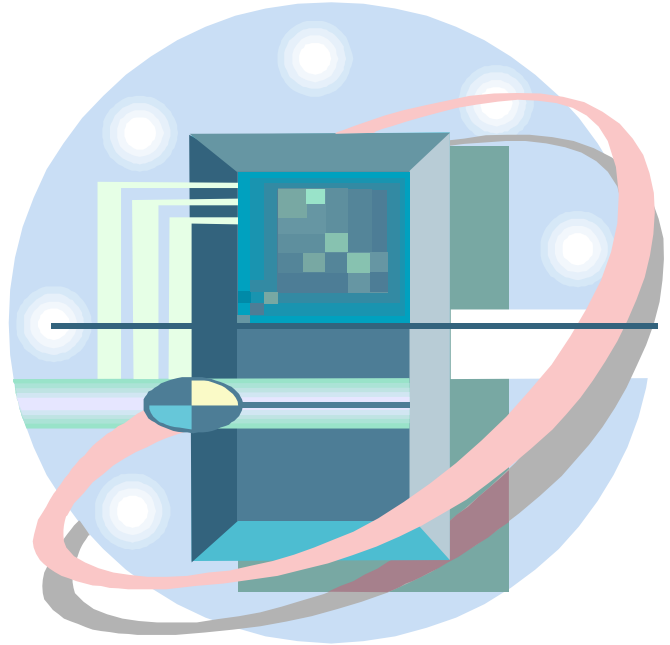
Here is a true story of how customer care in DISA Transport can go a long way. Our goal is to provide the best service to our customers and to make sure the job gets done right the first time. Listen to what Debbie Moeller, Deputy Director for Resources at Defense Security Service, had to say about a job well done.

“During our recent move into a new building in Columbus, we ran into difficulty with the service provider and scheduling. Production was basically going to come to a standstill. Thanks to the excellent support from Ken Davidson and Terry Enfiejian, the move was completed on schedule and everyone was up and running Monday morning. I can’t thank you enough for a job well done.”

When DISA needs to expand or enhance the Defense Information System Network (DISN), they contract for commercial telecommunication circuits. In the Continental United States (CONUS), this usually means using one of two contracts, either the DISN Transmission Service-CONUS (DTS-C) contract or the DISN Transmission Service-CONUS Extension (DTS-CE) contract.

Regardless of how DISA gets commercial circuits, somebody has to manage the circuit activation effort. For DISA, that “somebody” is the Cutover Management Team (CMT) located in the DISN Service Center, Scott AFB, Illinois. As soon as a circuit is assigned to the DTS-C or DTS-CE contract and before the vendor delivers the circuit, the CMT goes into action! They first gather and verify all relevant documents. Next, they contact everyone associated with the circuit — the circuit user, the vendor, the government operations center, system managers, and anyone else involved. The CMT makes sure everyone has correct information.

When the vendor delivers the circuit, the CMT begins the difficult process of scheduling all the circuit activation players. The CMT must have the end users, the government operations center, vendor technicians, and any other technicians available at the proper location and at the same time. When everyone agrees



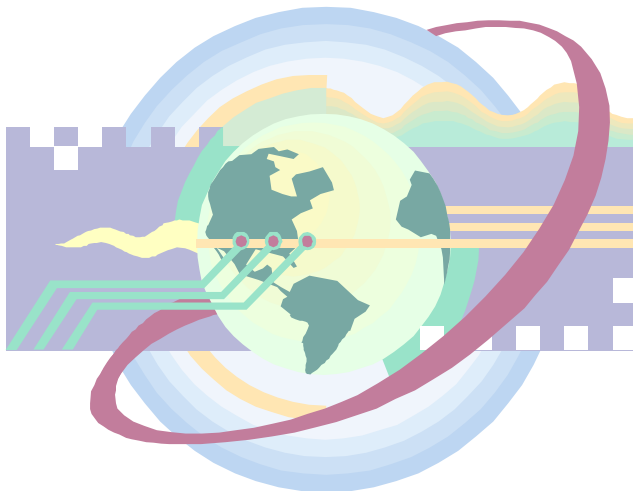
to a time and shows up, the CMT teleconfers the circuit team together and coordinates the activation. If all goes well, the circuit comes up.

With any failure, the CMT terminates the effort and assigns a fix action. When the problem is corrected, the CMT once again coordinates a new activation effort. CMT knowledge and perseverance results in a “delighted” DISA customer.

First and foremost to the success of the CMT process is customer involvement throughout the circuit transition process. This is done by proactive customer service in the way we do business and by maintaining an ongoing dialogue (telephonic and written) with our customers. From the onset, we thoroughly examine circuit delivery orders in conjunction with telephonically validating site and customer requirements. This ensures “jeopardy” issues are identified early on and requisite corrective actions are coordinated with service providers, support agencies and subcontractors to bring issues to timely closure.

Throughout the entire transition process, we continuously monitor circuit delivery status and vendor/contractor on-site support requirements, and provide status updates to our customers. At the same time, we remain responsive to customer priorities and any changing requirements. We will persist in escalating requirements through commercial vendor and government management chains to obtain required assistance to preclude potential transition “show-stoppers”. This process continues until the circuit is successfully transitioned.

**Simply put, our bottom line is to exceed our DISA customers’ expectations.** For additional information, contact Ken Davidson, Chief, CONUS Transport, DSN 381-0279 or commercial (703) 882-0279.



## CONUS Regional Network Operations & Security Center (RNOSC)

DISA continues to strive towards focused customer account management!! By Tad Pierson



CONUS RNOSC charter contains a provision for a single point of contact for the theater CONUS Commanders-In-Chief (CINCs), Services and Agencies regarding networks, systems, applications, services and information assurance operations and anomalies. In executing this responsibility, the DISA CONUS RNOSC is the central information broker for the CONUS DISN, and ensures accurate and timely exchange of information from and between all operations centers and all customers. For additional information, contact Tad Pierson, DISN RNOSC, DSN 779-8811 or commercial (618) 229-8811.

The CONUS RNOSC was established on 5 July 2000 within the Defense Information System Network (DISN) Service Center (DSC) facility located at Scott AFB. It exercises 24x7 Operational Control (OPCON) of all DISN CONUS day-to-day operations including Information Assurance (IA). The CONUS RNOSC maintains centralized management of CONUS network operations while the supporting Network Operations Centers (NOCs) retain functional responsibility and control of assigned networks (i.e. NIPRNet, SIPRNet, Defense Switched Network (DSN), Defense Red Switch Network (DRSN), Asynchronous Transfer Mode (ATM), Bandwidth Manager (BWM), Integrated Digital Network Exchange (IDNX), and Synchronous Optical Network (SONET)). The



## STAND-UP OF THE NEW DISA PRINCIPAL DIRECTORATE FOR CUSTOMER ADVOCACY (CA) By Maj Dan Reilly

In the DISA transformation that began in October, 2001, the Director changed the former "Director of Customer Relations Management" to the "Principal Director for Customer Advocacy (CA)." The revised title more accurately describes DISA's firm resolve to advocate customer needs within DISA and throughout the complex world of information technology (IT) requirements and solutions.

CA stood up in October, and continues to develop internal processes, identify resource requirements and designate Customer Advocates for each of our major constituents.

The Strategy/Analysis Division (CA1), headed up by Irene Ivone, has the tremendous task of developing Customer Advocacy from concept to reality. Her team will create lasting processes to infuse customer focus into the culture of the nearly 8,000-member DISA organization. The nine-member Strategy/Analysis Division is working on web-based databases to improve how DISA employees track interactions with our customers and enhance our responsiveness to them, and other new concepts.

Seven Customer Advocates (CAs) have been designated to represent the three military departments, the Office of the Secretary of Defense, Joint Staff and Commanders-in-Chief, and the Defense Agencies. Customer Advocates promote the successful use of global information technology for our customers

by understanding and anticipating their needs and exceeding their expectations. The CA team concept is to keep a laser-like focus on customers by providing them with a small group of highly energetic IT professionals devoted to the customers' mission.

Lt Col Bill McClure, USAF, heads the Military Departments Support Division, and also acts as the Air Force Customer Advocate. The MILDEP team is the primary conduit between DISA and the senior service C4 leaders. The MILDEP team is rounded out with LTC Frank Higgins, USA, as the Army CA and LtCol. Tim Phillips, USMC, representing the Department of the Navy.

Bob Linthicum leads the Warfighter Support Division that energizes the interests of the Office of the Secretary of Defense, the Joint Staff and the unified commands. Joe Re works issues for OSD and the Joint Staff, and Mike Singleton works our intelligence customers' needs.

JoMarie Coburn directs the Agency Support Division, broadening our focus to meet the needs of DOD support agencies and federal agencies. There will be three additional customer advocates hired in the near future to support federal agencies. For additional information, contact Maj Dan Reilly, CA, DSN 327-4770 or commercial (703) 607-4770.



## Global Network Operations and Security Center (GNOSC)



**Mission: To protect and defend operational networks**

*(Continued from page 3)*

Operations and Security Center -- or "GNOSC-- and our DOD CERT had checked the status of all major military networks and determined that no cyber attack was underway. They continued 24/7 operations and increased their staff in order to respond to additional challenges to network operations. Customer Advocates took up residence in the GNOSC and they handled all interactions with our external customers ensuring that any concerns were quickly addressed and resolved.

At the Pentagon, after our initial assessment activities started to wind down, we were faced with supporting customers who had been displaced by the attack. As you can imagine, it had to be



determined what parts of the building were usable and which weren't. For critical offices that were housed in areas destroyed or damaged, it had to be determined where to move them. Should they preempt other offices in the Pentagon or should locations be found for them outside the building? If so, where? How many? And because of security concerns, a lot of people were relocated to the surrounding area whether or not their offices had been affected. When all was said and done, the Navy moved over 500 people and the Army over 1,000. And these were to several different locations in military, government, and commercial buildings.

And for each of these people, and for all of these functions, connectivity had to be provided, and not just connectivity, but a robust

capability. After all, why bother moving them at all if they could only sit in an office and stare at a wall? They needed telephone, data, NIPRNet, SIPRNet, video conferencing -- in short, they needed all our DISN services. And they needed it quickly. This is where our Principal Directorate for Customer Advocacy proved invaluable.

I mentioned earlier that we had a Customer Advocate person stationed within our GNOSC working 24/7. I quickly realized that our customers needed more than that. On Thursday, September 13<sup>th</sup>, I contacted my counterparts in the military services and worked a plan to put DISA customer advocates on-site with them as well. We all agreed this was the right thing to do. But this is where a law written by an Air Force Captain named Murphy came into play.

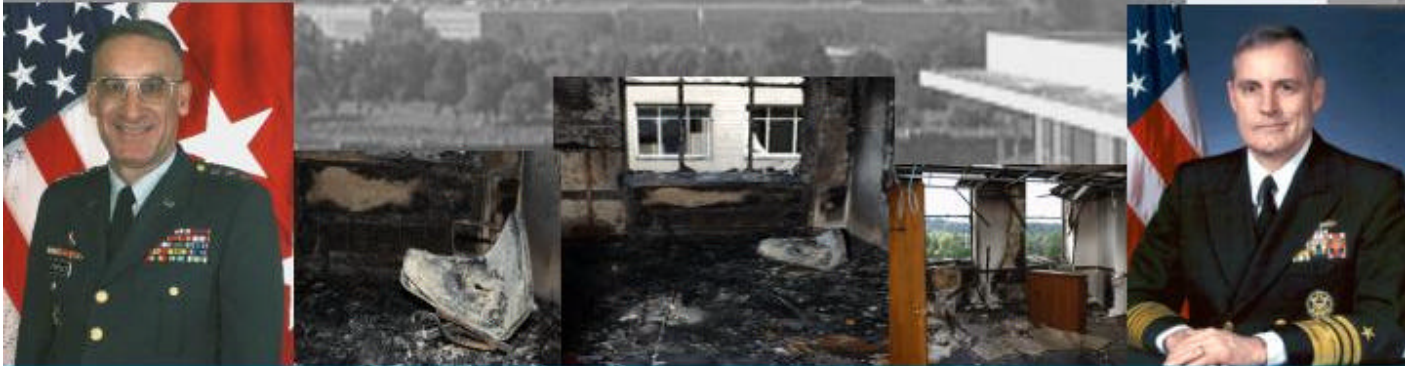
DISA's new Principal Directorate for Customer Advocacy was up and running, but the specific people I earlier earmarked to put on-site with the Army and the Navy were currently doing site surveys in Europe when the terrorist attack occurred. With the cancellation of all flights into the U.S., there was no way for our folks to get back quickly. I tried to talk them into swimming, but they both declined! So, I did the next best thing: I looked at the people I had in DISA and picked two who had the qualities I needed.

We had two civilians working for us who fit the bill perfectly. They were both recently retired O-6s from the Army and Navy; they had served tours in the Pentagon, knew the people there and had their respect; and they had long experiences with DISA. They were a perfect match for the

*(Continued on page 9)*



## *Supporting the Warfighter is Job #1*



### **Direct support to the Military Services Senior Communicators**

*(Continued from page 8)*

challenges ahead. First thing Friday morning, September 14<sup>th</sup>, they were on-site with the Navy N6 and Army DISC4.

This was our first use of customer advocates in a crisis role and they did a great job.

Their day started with a “stand-up” operational briefing at DISA Headquarters, then they’d go to the Pentagon for briefings with their respective Service, and then work back and forth between the two.

They quickly identified the top priorities – one of which was security. Our customers needed secured communications to these new locations and they needed them fast.

That’s where our Field Security Office – FSO – came in. The FSO sent people to the sites to perform initial security reviews, monitor the installations, and then inspect the installations. Not only were these circuits installed quickly, but correctly... The FIRST time.

During this time, we worked with the Networks Infrastructure Services Agency – Pentagon office very closely. One of the things we were able to do for them was to coordinate the needs of the services with the work of the NISA-

P contractors doing the work. People were requesting services that were not being documented or given any priority. The CAs worked to reduce this confusion. In addition, they had immediate access to the senior leadership of the commercial companies involved because of our NCS responsibilities. This helped expedite the entire process, untangle the paperwork bottlenecks, and get service to those who needed it most. We all worked together and America’s senior military leadership was never without command and control capabilities.

Another example of our CAs efforts came out of an Army staff meeting. Someone offhandedly mentioned that the AF needed to store over 18 Terabytes of classified information. That’s Tera with a “T”. No one else could meet that need but the CA signed DISA up to the task right away.

Our Customer Advocates reflected the teamwork that make DISA work; and their impact was certainly felt here. Both Lt Gen Cuvillo and VADM Mayo – the senior communication officers in the Army and Navy -- expressed their appreciation for what our CAs were able to accomplish.

*(Continued on page 10)*



(Continued from page 9)

Our current efforts, like most everyone else's, are centered on supporting our Nation's current campaign efforts. No matter which military service takes to the field, or what military specialty is employed, one thing they always need is bandwidth... and LOTS of it! They also need interoperable and secure communications across all the DOD elements. Military commanders also require the Global Command and Control System, the Global Combat Support System, and the Defense Message System. Those last three are all pillar programs run by DISA and critical to the Warfighter's mission.

Finally, I am proud of how seamlessly we worked with CINCSpace's JTF for CNO. At the same time we were dealing with a wide range of customer emergencies, our

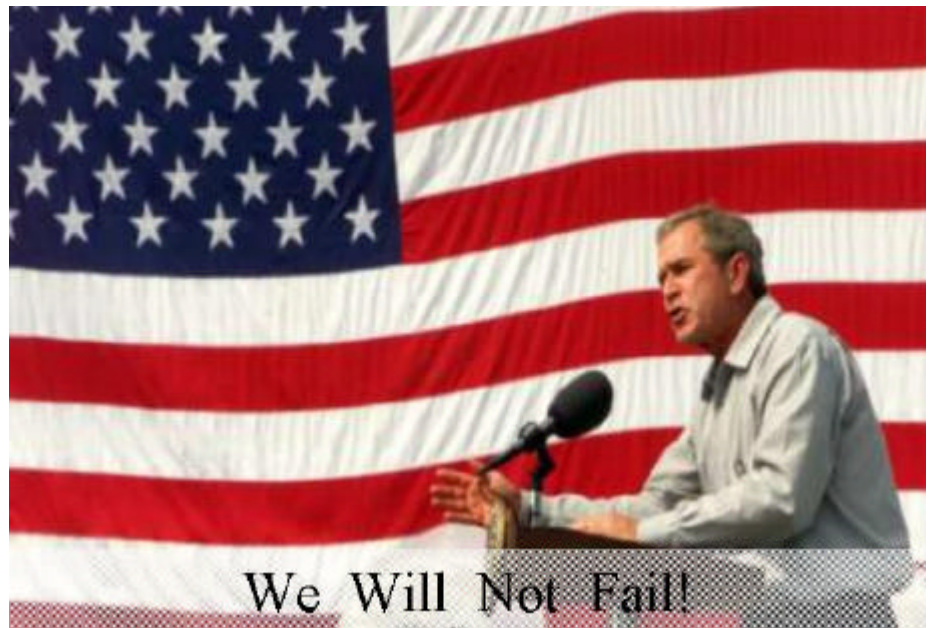
information networks also came under attack from a particularly pernicious virus called NIMDA. It first appeared on 18 September, but the JTF-CNO folks, working with the GNOSC, were on top of it right way, and fewer than 500 of our 2.8 million DOD computers have been infected. Unfortunately, the same cannot be said of our civilian counterparts who reportedly had over two million systems infected worldwide. We're proud of the DISA network security we provide our customers, full-time.

Two other services I want to tell you about are mobile satellite communications and secured video teleconferencing. Mobile satellite communications was in high demand as you can imagine. Both in New York City and the Washington area there was a dramatic increase in requests for handsets and in actual use. From 1 January of this year to the end of August, there were 578 requests for this service; in September alone, there were almost 500 requests. The number of calls increased by 50% and the total number of minutes by over 60%. Secure video teleconferencing went from about 2 per day to over 40 on average. President Bush and his senior staff used VTC extensively.

America has a long and proud tradition of uniting during times of crisis; and these current circumstances will be no different. The war on terrorism may be long and hard. But, we stand shoulder to shoulder with good and strong people around the world today, and we will not be defeated. We will persevere through this national tragedy and prevail against those who would destroy our freedom. The Armed Forces of the United States are ready for battle — and ready to win.

As the President said so well: We will not tire...We will not falter...We will not fail.

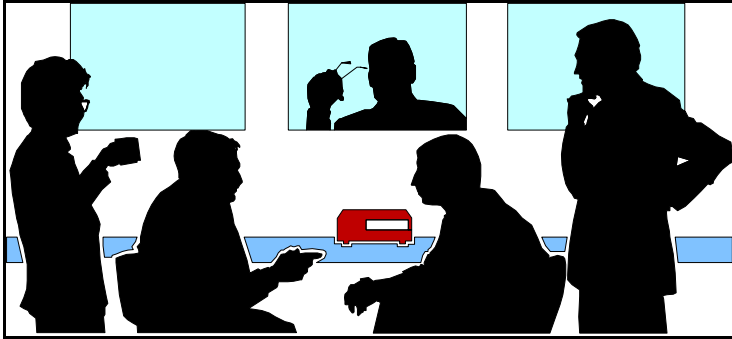
**Thank you and God bless America!**





# More Good News!! Defense Information System Network (DISN) Video Services – Providing Video, Voice and Data Solutions

By Jack Rennolds



Warfighters around the globe are embracing the new DISN Video Services (DVS) as the Command and Control architecture of the future. "Secure video is now as important as secure voice in supporting our theater Command and Control needs. Video has become a critical go-to-war system," said Brig Gen Gary Salisbury, USAF, J6, European Command, located in Germany. Others in the Pacific Theater, Korea and U.S Southern Command have echoed Brig Gen Salisbury's words. A marked increase in network usage for contingencies and exercises is being realized both within CONUS and around the world.

It was not always that way. DVS began in 1999 as the follow on to the highly successful, but geographically and technically limited Defense Commercial Telecommunications Network (DCTN) Video Teleconferencing system. Originally an all dedicated circuit network, DCTN began adding some dial up video systems. These systems proved to be so popular, the requirement for a network to support the rapidly growing dial up community as well as continue to support DISA's dedicated customers, was deemed necessary.

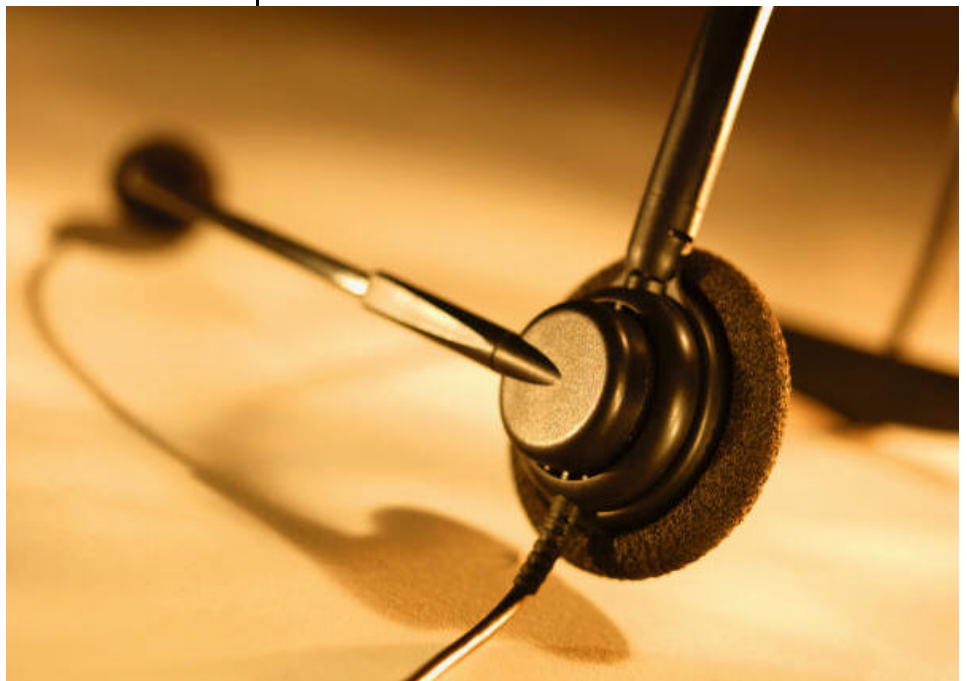
In the beginning, the contract was a year behind the scheduled starting date. The Operations group at NS55 had grossly underestimated the complexity of transitioning the DTCN to the DVS. The first thing they did was organize the Video Operations office to support the customers. That was done by dividing the customer base into military departments (MILDEPS) and CINCs. A specific individual to contact was appointed, and the program customers began bringing forward problems. A process was put in place to solve each problem individually. The customer base seemed pleased with the results.

The program turned the corner with an emphasis on organization. This organization lead to processes that allowed the Primary Points Of Contact (PPOCs) to pinpoint problems and solve them quickly. Additionally, a world class website was developed which provided the user access to all the information he would require to put together successful VTC suites and conferences. This gradually restored faith in the network. DVS has met or exceeded the network availability requirements for over six months. Additionally, the customer base has grown from 220 dedicated rooms and 35 dial ups, to 230 dedicated rooms and approximately 1100 dial ups. New rooms are coming onto the network at an average of 12 per week.

Also, an impressive number of hits on the website demonstrates its usefulness in assisting old and new customers with answers to their questions. Specific information on how to become a DVS customer, news and announcements, and an up-to-date current customers list utilized by conference schedulers are some of the categories displayed. The DISN VTC website is: <http://disa.mil/disnvtc>.

According to management, there is a great opportunity to grow this program into a complete tactical network. VTC can become a mainstay in the arsenal of the warfighter. "We will evolve the network into a network which will include video, voice and data, and will provide premium quality end-to-end services," said LtCol Gary L. Kemp, USAF, Chief, DISN Video Services.

For additional information, contact Jack Rennolds, Video Services, DSN 381-0115 or commercial (703) 882-0115.



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*The Voice for the Warfighter*



# Department of Defense Teleport Program

BY LCDR Norton

The purpose of the Department of Defense (DOD) Teleport system is to provide critical support for the deployed warfighter by enhancing seamless access to critical information sources; provide high bandwidth, multiband, multimode; serve as a media “junction” for space and terrestrial information distribution, and serve as a technology insertion point into the Defense Information System Network and Service legacy C4I systems. The Teleport system will accomplish this through a generational implementation approach and will utilize the following frequency bands: X, C, Ku, Ka, UHF, EHF and L.

The Teleport Program received Congressional New Start approval on 20 Sep 01. Program and system design meetings have been hosted with representatives from the Services, Joint Staff and OSD. On 3 Dec 01, the Implementation and Integration Team started the European site surveys. The site survey team included members from the Teleport Program Office, Chief of Naval Operations, Defense Communications and Army Transmission Systems, and Space and Naval Warfare Systems SPAWAR. European Teleport sites are Ramstein and Landstuhl, Germany and Lago Patria, Italy. On 13 Dec 01, the Program Office hosted a working group meeting with representatives from the Joint Staff, Services, OSD and all working-level Integrated Product Teams. Team members continue planning, coordinating and executing various activities to meet a Generation One Full-Rate Production Milestone in Apr 02. For additional information, contact LCDR Norton, USN, DSN 381-0750 or commercial (703) 882-0750.